

**Operational Subsidiary Document  
No. 0711:**

**Bilateral Processes for Part J:  
Accredited Entity performed  
activity**

## Change History

Version Number	Date of Issue	Reason for Change	Change Control Reference	Sections Affected
v1.0	26 June 2024	Bilateral Interfaces Solution Phase 12	CPW139f	All

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## Definitions

Unless expressly stated otherwise, for the purposes of this OSD:

- (a) terms defined in the Wholesale-Retail Code Part 1 (Objectives, Principles and Definitions) shall apply;
- (b) capitalised terms relating to the titles of Data Items or Data Transactions described in CSD 0301 (Data Catalogue) and/or CSD 0601 (Bilateral Data Catalogue) shall have the meaning attributed therein; and

For the purposes of this OSD only, the following capitalised terms shall have the following meaning:

Term	Definition
Accredited Entity Application Forms	A Retailer form to be attached to the J1 or J2 Request to assist the Wholesaler in assessing the Request. It shall include the following forms:  Accredited Entity Metering Application Form, Accredited Entity Disconnection Application Form, Accredited Entity Reconnection Application Form.
Accredited Entity Metering Application Form	An Application Form that shall be attached to the J1 or J2 Request to assist the Wholesaler in completing the Request. The submission of this Application Form is mandatory for J1 where the Wholesaler requires advance notice in their accreditation scheme. It is always mandatory for process J2.
Accredited Entity Disconnection Application Form	An Application Form that shall be attached to the J1 Request to assist the Wholesaler in completing the Request, when the Wholesaler requires advance notice in their accreditation scheme.
Accredited Entity Reconnection Application Form	An Application Form that shall be attached to the J1 Request to assist the Wholesaler in completing the Request, when the Wholesaler requires advance notice in their accreditation scheme.

# 1. Introduction

## 1.1 Purpose

1.1.1 This OSD describes the process steps to be followed for activities performed by an Accredited Entity as set out in the Operational Terms and the processes outlined in this document through the Bilateral Hub (using either the LVI or HVI).

## 1.2 Scope

1.2.1 This OSD sets out the process steps and the required SLA's for the following processes;

Reference	Process	Description
J1	Advance notice of activities performed by an Accredited Entity	Sets out the process on how to deal with Wholesalers who through their accreditation scheme request advance notice before commencement of any or selected activities performed by an Accredited Entity.
J2	Notifying of activities completed by an Accredited Entity	Sets out the process on how to notify the Wholesaler when an activity has been completed by an Accredited Entity.

1.2.2 The requirements and obligations set out in section 3 of the Operational Terms shall be followed prior to commencement of the processes within this document.

1.2.3 This OSD does not describe the Common Processes that will be frequently used by Trading Parties in the progression of a Request through to completion. Trading Parties should refer to OSD 0701 (Bilateral Common Processes) for further information on the process steps and other arrangements required to support Common Processes within the Bilateral Hub.

1.2.4 Data Items and Data Transactions as referenced in this OSD are described in detail in CSD 0301 (Data Catalogue) and/or CSD 0601 (Bilateral Data Catalogue).

1.2.5 The process steps for these Common Processes are supported by validation rules within the Bilateral Hub to ensure appropriate and accurate initiation, completion,

and closure of Requests. This OSD describes these validation rules as applied through the HVI and reference to Data Transaction and Data Item numbers are specific to the HVI. However, these validation rules will still apply when using the LVI. Where applicable, these validation rules are listed and follow the process steps within this OSD.

## 2. J1 Advance notice of activities performed by an Accredited Entity

### 2.1 Overview

- 2.1.1 If the Wholesaler's accreditation scheme requires advance notice of any activities performed by an Accredited Entity, the Retailer shall provide the Wholesaler with said advance notice through Process F7 in OSD 0707 (Bilateral Processes for Part F: Monitoring, investigations, complaints and enquiries).
- 2.1.2 If the Wholesaler's accreditation scheme requires advance notice of any activities performed by an Accredited Entity, the Retailer shall provide the Wholesaler with at least **five (5)** Business Days' advance notice (SLA J1-1), unless otherwise stated in this OSD.
- 2.1.3 The Retailer shall use the relevant Accredited Entity Application Form, stipulated below:
- (a) Accredited Entity Metering Application Form
  - (b) Accredited Entity Disconnection Application Form
  - (c) Accredited Entity Reconnection Application form

### Installation of meter performed by an Accredited Entity

- 2.1.4 The Retailer shall indicate whether it considers the installation to be standard or non-standard (by reference to the Wholesale Tariff Document) and include details of any Contribution Offer as agreed with the Wholesaler through a previously completed B1 Request in accordance with OSD 0703 (Bilateral Processes for Part B: Metering) and reference the related ORID.

### Disconnection or Reconnection performed by an Accredited Entity

- 2.1.5 Where the Retailer is required to provide advance notice of a Disconnection or Reconnection to the Wholesaler, it shall do so at least **two (2)** Business Days (SLA J1-2) in advance of the proposed date of Disconnection or Reconnection.

### Disconnection performed by an Accredited Entity in relation to Non-Household Customer non-payment

- 2.1.6 This process sets out how the Wholesaler (where it is a Water Wholesaler) and Retailer (where it is a Water Retailer) shall interact where an Accredited Entity performs the Disconnection in relation to non-payment.
- 2.1.7 Where the Retailer is a Water Retailer, it may arrange for some or all of its Non-Household Customer's Water Services to be Disconnected if that Non-Household Customer has not paid an invoice properly due in accordance with the Retailer's terms and conditions and any applicable statutory or other regulatory requirements.
- 2.1.8 Section 61 of the Water Industry Act 1991 applies to Disconnections for non-payment.
- 2.1.9 The Retailer shall arrange for the Accredited Entity to visit the Eligible Premises in order to check that the proposed Disconnection would not adversely affect the Water Services and/or Sewerage Services provided to any other premises or water provided for public use. The Accredited Entity shall do so in accordance with any applicable accreditation scheme and shall perform such other checks and validations as may be set out in that scheme.

## **Change to size or location of the meter performed by an Accredited Entity**

- 2.1.10 The Retailer shall seek the Wholesaler's permission before commencing a change to the size or location of the meter performed by an Accredited Entity, unless the Wholesaler has given advance permission through the Wholesaler's Accreditation Scheme.

## **2.2 Process Steps**

### ***Step 1 – Initiate and Submit Request, Notify Affected Trading Parties***

- 2.2.1 The Retailer shall initiate the process by following the process steps as set out in Section 3 or 6 of OSD 0701 (Bilateral Common Processes) and submitting T701.R (Submit Request For Miscellaneous Work), using data item D8571 (Accredited entity enquiry).
- 2.2.2 The Retailer shall provide the Wholesaler with advance notice of the scheduled activities performed by an Accredited Entity through the submission of T701.R (Submit Request For Miscellaneous Work), within:



- (a) **two (2)** Business Days (SLA J1-2) for Disconnection performed by an Accredited Entity in relation to Non-Household Customer non-payment, or
  - (b) **five (5)** Business Days (SLA J1-1) for all other activities performed by an Accredited Entity.
- 2.2.3 The Bilateral Hub shall notify any Affected Trading Parties of a relevant Request being raised through the T701.R (Submit Request For Miscellaneous Work).
- 2.2.4 The Bilateral Hub shall confirm successful submission of the T701.R (Submit Request For Miscellaneous Work) by issuing T701.M (Notify Request For Miscellaneous Work).
- 2.2.5 The successful submission of T701.R (Submit Request For Miscellaneous Work) marks the Start Trigger for SLA J1-1 or SLA J1-3.
- 2.2.6 Immediately after or within 1 (one) Business Day (SLA J1-3) of successful submission of the T701.R (Submit Request For Miscellaneous Work) the Retailer shall provide the required Accredited Entity Application Form, by submitting the T215.R (Provide Attachment) and following the process steps as set out in Section 12 of OSD 0701 (Bilateral Common Processes).
- 2.2.7 The submission of T701.R (Submit Request For Miscellaneous Work) marks the Start Trigger for SLA J1-3.
- 2.2.8 The submission of T215.R (Provide Attachment) marks the End Trigger for SLA J1-3.
- 2.2.9 If the Wholesaler's accreditation scheme requires confirmation from the Wholesaler before any work can commence, the Retailer must not proceed with activities performed by an Accredited Entity without the Wholesaler's confirmation to proceed.
- 2.2.10 Where there is a material change in a submitted Request, the Retailer shall cancel the Request as outlined in section 10 of OSD 0701 (Bilateral Common Processes) and re-submit a new T701.R (Submit Request For Miscellaneous Work). A material change will typically include any change to the physical design specification for the installation, such as a change to the proposed size or location of the meter. Where the Retailer is unsure if the change is material, it should contact the Wholesaler.

## Disconnection performed by an Accredited Entity in relation to Non-Household Customer non-payment

- 2.2.11 If the Wholesaler's accreditation scheme requires advance notice of a Disconnection in relation to non-payment, the Retailer will provide a copy of any notice the Retailer has served on the Non-Household Customer through the T215.R (Provide Attachment) as set out in Section 12 of OSD 0701 (Bilateral Common Processes), together with a declaration that:
- (a) the notice has not been challenged by the Non-Household Customer and the amount remains outstanding; or
  - (b) if the notice has been challenged, that the Disconnection may now proceed (for example, because there has been a court order); and
  - (c) any applicable consumer protection measures have been exhausted, as well as a declaration that the Retailer has followed any applicable statutory or other regulatory requirement.
- 2.2.12 If requested by the Authority the Wholesaler or Retailer shall provide a copy of this notice and any declarations and confirmation from the Accredited Entity that the Disconnection may proceed.

### *Step 2 - Accept or Reject Request, Notify Retailer*

- 2.2.13 The Wholesaler shall follow the process steps as set out in Section 4 of OSD 0701 (Bilateral Common Processes).

### *Step 3 – Wholesaler reviews proposed activity and notifies Request Complete*

- 2.2.14 The Wholesaler shall review the proposed activity and reply within:
- (a) **two (2)** Business Days (SLA J1-5) from its receipt of T701.M (Notify Request For Miscellaneous Work), for a Disconnection or Reconnection performed by an Accredited Entity, or
  - (b) **five (5)** Business Days (SLA J1-4) from its receipt of T701.M (Notify Request For Miscellaneous Work), for all other activities performed by an Accredited Entity.

- 2.2.15 Within the required time frame and applicable SLAs (SLA J1-4 or, SLA J1-5), the Wholesaler shall submit T702.W (Advise Outcome For Miscellaneous Work) to:
- (a) confirm that the activities performed by an Accredited Entity can proceed with or without any stipulations on the works, providing details of such stipulations; or
  - (b) decline the Retailer's notice, providing an explanation of the reason for declining; or
  - (c) advise whether it considers the meter installation or change to be non-standard, in which case the Wholesaler shall raise a Request through Process B1 or B7 in OSD 0703 (Bilateral Processes for Part B: Metering).
- 2.2.16 When submitting T702.W (Advise Outcome For Miscellaneous Work) the Wholesaler shall use valid set D8574 '**ACTIONED**' to proceed (with or without stipulations) and '**NOTACTIONED**' for declining the Request or for non-standard meter installation or change.
- 2.2.17 The successful submission of T702.W (Advise Outcome For Miscellaneous Work Request) marks the End Trigger for SLA J1-4 or SLA J1-5.
- 2.2.18 If the Wholesaler has not responded to the Retailer or advised that it will decline the notification or of any stipulations of the work within the required SLA J1-4 or SLA J1-5, it will be deemed to have agreed to the activities performed by an Accredited Entity as notified by the Retailer.

#### ***Step 4 – Confirm Central Systems Update and Close Request***

- 2.2.19 Where updates are required to Retailer owned Data Items, the Retailer shall update these Data Items in the Central Systems and proceed to follow the process steps set out in Section 9 of OSD 0701 (Bilateral Common Processes) to close the relevant Request within the Bilateral Hub.
- 2.2.20 The Retailer shall be responsible for closing all Requests regardless of the Requestor being a Wholesaler or Retailer.
- 2.2.21 The repair or replacement of a faulty meter or the change of meter performed by an Accredited Entity shall take place within 25 BDs (SLA J1-6) of the Retailer's

receipt of the Wholesaler's notification to proceed or as otherwise agreed in step 3.

## 2.3 SLAs for Process J1 – Advance notice of activities performed by an Accredited Entity

2.3.1 All references to “Steps” relate to the relevant process steps set out in the Process Flow diagram in Section 2.5 of this OSD.

2.3.2 For guidance on Service Level Agreement rules and principal requirements, Trading Parties shall go to Section 2.5 of the WRC Schedule 1 Part 3 Operational Terms and CSD 0002 (where applicable).

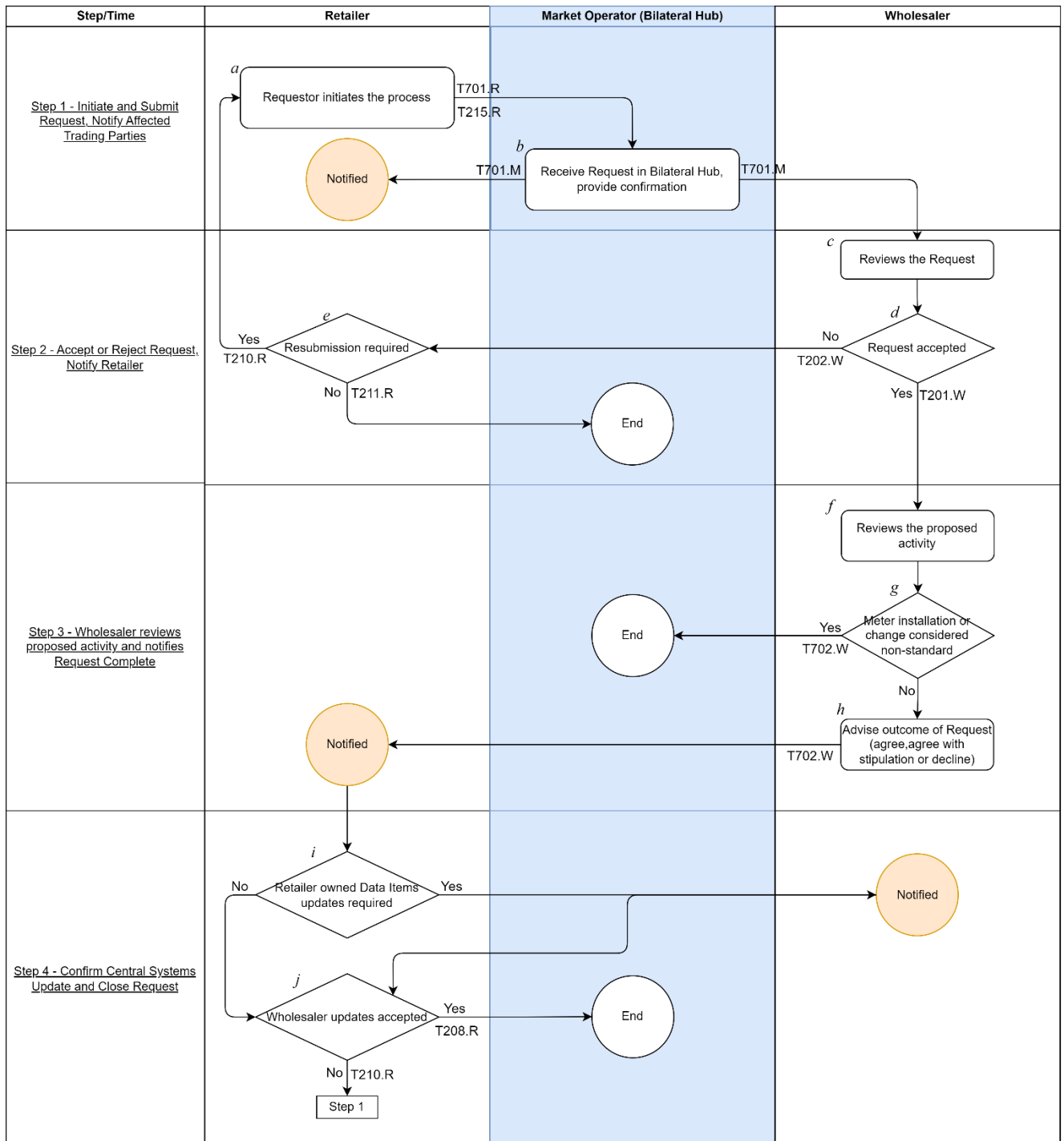
**Table 1: SLAs for Process J1 – Advance notice of activities performed by an Accredited Entity**

SLA Name	OPS KPI	Responsibility	Description	SLA Period	Start Trigger Ref	End Trigger Ref	Notes
SLA J1-1	n/a	Retailer	Advance notification of activities performed by an Accredited Entity	5 BDs	Date of commencement of work	When Activity Status = SUBMITTED (T701.R)	SLA not tracked or reported by the Bilateral Hub
SLA J1-2	n/a	Retailer	Advance notification of Disconnection or Reconnection performed by an Accredited Entity	2 BDs	Date of commencement of work	When Activity Status = SUBMITTED (T701.R)	SLA not tracked or reported by the Bilateral Hub
SLA J1-3	n/a	Retailer	Provide required Accredited Entity Application Form	1 BD	When Activity Status = SUBMITTED (T701.R)	When Activity Status = SUBMITTED (T215.R)	SLA not tracked or reported by the Bilateral Hub
SLA J1-4	n/a	Wholesaler	Response from Wholesaler advising to: 1) Proceed 2) Decline (or non-standard)	5 BDs	When one of the following is true: 1) When Activity Status = SUBMITTED (T701.R) 2) When Activity Status = RESUBMITTED (T210.R)	When one of the following is true: 1) When Activity Status = COMPLETED (T702.W) 2) When Activity Status = CANCELLED (T211.R) 3) When Activity Status = REJECTED (T202.W) 4) When the Close Reason = 'HUB' T208.R	SLA not tracked or reported by the Bilateral Hub

SLA Name	OPS KPI	Responsibility	Description	SLA Period	Start Trigger Ref	End Trigger Ref	Notes
SLA J1-5	n/a	Wholesaler	Response from Wholesaler in relation to Disconnection or Reconnection performed by an Accredited Entity advising to: 1) Proceed 2) Decline	2 BDs	When one of the following is true: 1) When Activity Status = SUBMITTED (T701.R) 2) When Activity Status = RESUBMITTED (T210.R)	When one of the following is true: 1) When Activity Status = COMPLETED (T702.W) 2) When Activity Status = CANCELLED (T211.R) 3) When Activity Status = REJECTED (T202.W) 4) When the Close Reason = 'HUB' T208.R	SLA not tracked or reported by the Bilateral Hub
SLA J1-6	n/a	Retailer	Complete repair or replacement of a faulty meter or the change of meter by Accredited Entity	25 BDs	When Activity Status = COMPLETED (T702.W) and D8574 'ACTIONED'	When Activity Status = SUBMITTED (T705.R), date in D8578 (Activity Completion Date)	SLA not tracked or reported by the Bilateral Hub

## 2.4 Process Flow-Diagrams

2.4.1 Note that references to “Steps 1-4” in the process flow diagram in Section 2.4 correspond to the steps in Section 2.2 of this OSD. However, the letter references (a-i) found in Section 2.4 do not correspond to the sub-section lettering in Section 2.2 of this OSD.



### 3. Process J2 Notifying of activities completed by an Accredited Entity

#### 3.1 Overview

- 3.1.1 This process sets out the operational arrangements for the Retailer to notify the Wholesaler of works completed by an Accredited Entity.
- 3.1.2 If the Wholesaler's accreditation scheme requires confirmation from the Wholesaler before any work can proceed, the Retailer must not proceed with any activities completed by an Accredited Entity without obtaining the Wholesaler's confirmation through Process J1.
- 3.1.3 This process applies to the following activities completed by an Accredited Entity:
- (a) Installation of meter completed by an Accredited Entity, or
  - (b) Meter accuracy test completed by an Accredited Entity, or
  - (c) Repair or replace faulty meter completed by an Accredited Entity, or
  - (d) Change to size or location of meter completed by an Accredited Entity, or
  - (e) Change of meter completed by an Accredited Entity (excluding faulty meter), or
  - (f) Disconnection completed by an Accredited Entity, or
  - (g) Reconnection completed by an Accredited Entity.
- 3.1.4 All activities completed by an Accredited Entity must be carried out subject to any stipulations imposed by the Wholesaler as agreed in process J1 (where required).

#### Installation of meter completed by an Accredited Entity

- 3.1.5 The installation of meter completed by an Accredited Entity includes:
- (a) where the Water and/or Sewerage Services received are currently Unmeasured; or
  - (b) Assessed, including following an Assessment Request under Process H3;  
or



- (c) following agreement of a Contribution Offer under Process B1.
- 3.1.6 The installation of a meter at an Eligible Premises is the responsibility of the Wholesaler, as is the sizing and location of the meter.
- 3.1.7 This process shall not be used in the following circumstances:
  - (a) meters which are installed in relation to new connections or Gap Sites, Process A1 in OSD 0702 (Bilateral Processes for Part A: New connections), and Processes C2 and C3 in OSD 0704 (Bilateral Processes for Part C: Confirmation and verification of supply arrangements) shall be used, or
  - (b) meters that have not been confirmed as missing or removed, Process C1 in OSD 0704 (Bilateral Processes for Part C: Confirmation and verification of supply arrangements) shall be used.

### **Meter accuracy test completed by an Accredited Entity**

- 3.1.8 Testing the accuracy of an installed meter is the Wholesaler's responsibility. This process sets out the operational arrangements which apply where the Wholesaler is a Water Wholesaler, and the Retailer is a Water Retailer and wishes a meter accuracy test to be performed by an Accredited Entity.
- 3.1.9 Where the meter is tested it will normally be removed and replaced with a new meter to allow the testing to take place. There may be cases where the test can be carried out on site and in those cases, such as where a configuration leading to an inaccurate reading is confirmed, the Wholesaler shall take such steps to rectify the situation as is needed, such that the meter shall be able to make an accurate record of the consumption of water. In all other cases, where the meter is removed to be tested, a replacement meter must be installed on the same day that the meter to be tested is removed and will normally be the same physical size and location as the removed meter. There may be cases where the meter is incorrectly sized, leading to an incorrect reading, in which case any request by the Retailer for a replacement meter will be dealt with in accordance with Process B7 in OSD 0703 (Bilateral Processes for Part B: Metering) or this process under Retailer requested change to size or location of the meter performed by an Accredited Entity.

- 3.1.10 Wherever a meter accuracy test conducted under this process shows that a meter has been recording inaccurately, the Wholesaler shall notify the Market Operator of any Volumetric Adjustment in accordance with the Market Terms.

### **Repair or replace faulty meter completed by an Accredited Entity**

- 3.1.11 The repair or replacement of faulty meters (including any meter chambers, lids or frames, etc.) is the Wholesaler's responsibility. This process sets out the operational arrangements which apply where the Retailer notifies the Wholesaler that a meter installed at an Eligible Premises was faulty and was repaired or replaced using an Accredited Entity.
- 3.1.12 Where the meter is replaced under this Process, the physical size and location of the installed meter must be the same as the physical size and location of the removed meter. If the size or location of the meter caused the fault, Process B7 in OSD 0703 (Bilateral Processes for Part B: Metering) or this process (which relate to changes to the physical size or location of the meter completed by an Accredited Entity) should be followed.

### **Change of meter completed by an Accredited Entity**

- 3.1.13 This process sets out the operational arrangements for the Retailer to notify the Wholesaler where a change of meter for reasons other than of a fault was completed by an Accredited Entity.
- 3.1.14 Where the Retailer is requesting permission from the Wholesaler for a change to the size or location of a meter, the Retailer shall use Process J1 before commencing, unless the Wholesaler has given advance permission through the Wholesaler's Accreditation Scheme.

### **Disconnection completed by an Accredited Entity**

- 3.1.15 Disconnection completed by an Accredited Entity is applicable to:
- (a) Disconnection requested by the Retailer and completed by an Accredited Entity in relation to Non-Household Customer non-payment, or
  - (b) Disconnection requested by the Non-Household Customer and completed by an Accredited Entity.

- 3.1.16 Unless the Wholesaler's accreditation scheme requires the Wholesaler to be given advance notice of the Disconnection, the Accredited Entity may also complete the Disconnection on its initial visit.

### **Disconnection completed by an Accredited Entity relating to non-payment**

- 3.1.17 Where the Retailer is a Water Retailer, it may arrange for some or all of its Non-Household Customer's Water Services to be Disconnected if that Non-Household Customer has not paid an invoice properly due in accordance with the Retailer's terms and conditions and any applicable statutory or other regulatory requirements.
- 3.1.18 Section 61 of the Water Industry Act 1991 applies to Disconnections for non-payment.
- 3.1.19 The Retailer shall arrange for the Accredited Entity to visit the Eligible Premises in order to check that the proposed Disconnection would not adversely affect the Water Services and/or Sewerage Services provided to any other premises or water provided for public use. The Accredited Entity shall do so in accordance with any applicable accreditation scheme and shall perform such other checks and validations as may be set out in that scheme.

### **Disconnection requested by the non-Household customer**

- 3.1.20 Following a request from its Non-Household Customer, the Retailer shall arrange for the Accredited Entity to visit the Eligible Premises in order to check that the proposed Disconnection would not adversely affect the Water Services and/or Sewerage Services provided to any other premises or water provided for public use. The Accredited Entity shall do so in accordance with any applicable accreditation scheme and shall perform such other checks and validations as may be set out in that scheme.
- 3.1.21 Unless the Wholesaler's accreditation scheme requires the Wholesaler to be given advance notice of the Disconnection, the Accredited Entity may also perform the Disconnection on its initial visit.

### **Reconnection completed by an Accredited Entity**

- 3.1.22 Temporary Disconnections may be reconnected by an Accredited Entity, for example, where a Non-Household Customer settles any outstanding amounts or upon request by the Non-Household Customer.
- 3.1.23 Permanent Disconnections cannot be reconnected. Water Services and/or Sewerage Services could only be resumed where a new connection is made.

## 3.2 Process Steps

- 3.2.1 Trading Parties shall follow steps 1 – 4 for any activities completed by an Accredited Entity.
- 3.2.2 If the relevant Accredited Entity's activity is a meter accuracy test, steps 5 – 8 should also be followed on completion of the meter accuracy test to notify the Wholesaler of the results.

### *Step 1 – Initiate and Submit Request, Notify Affected Trading Parties*

- 3.2.3 The Retailer shall notify the Wholesaler of a Temporary Disconnection or Reconnection within two (2) hours (SLA J2-3) of its completion and initiate Process J2 within one (1) Business Day (SLA J2-2) of the Temporary Disconnection or Reconnection being completed.
- 3.2.4 The Retailer shall notify the Wholesaler of any other activities completed by an Accredited Entity and initiate Process J2 within five (5) Business Days (SLA J2-1) from the activity's completion date.
- 3.2.5 The Retailer shall initiate the process by following the process steps as set out in Section 3 or 6 of OSD 0701 (Bilateral Common Processes) and by submitting T705.R (Submit Accredited Entity Performed Activity).
- 3.2.6 Following submission of T705.R (Submit Accredited Entity Performed Activity), for metering related activities, the Retailer shall submit the Accredited Entity Metering Application Form through the T215.R (Provide Attachment) as set out in Section 12 of OSD 0701 (Bilateral Common Processes).
- 3.2.7 Through submission of T705.R (Submit Accredited Entity Performed Activity) or an attachment through the T215.R (Provide Attachment), the Retailer shall, provide the details of the relevant activity including the meter serial number, meter location, Initial Read and/or Final Read and any supporting photographic

evidence. The photographic evidence shall include (where relevant) the Initial Read, Final Read and the meter serial number. The details shall include information to support activities for which the Retailer is claiming a payment or Contribution Offer from the Wholesaler.

- 3.2.8 The successful submission of T705.R (Submit Accredited Entity Performed Activity) marks the Start Trigger for SLA J2-1 or SLA J2-2 or SLA J2-3.
- 3.2.9 The Bilateral Hub shall notify any Affected Trading Parties of a relevant Request being raised through the T705.R (Submit Accredited Entity Performed Activity).
- 3.2.10 The Bilateral Hub shall confirm successful submission of T705.R (Submit Accredited Entity Performed Activity) by issuing T705.M (Notify Accredited Entity Performed Activity).

#### ***Step 2 - Accept or Reject Request, Notify Retailer***

- 3.2.11 The Wholesaler shall follow the process steps as set out in Section 4 of OSD 0701 (Bilateral Common Processes).

#### ***Step 3 – Notify Request Complete***

- 3.2.12 The Wholesaler shall submit T706.W (Advise Accredited Entity Performed Activity Outcome) together with any attachments within **three (3)** Business Days (SLA J2-4) of successful submission of the T705.R (Submit Accredited Entity Performed Activity).
- 3.2.13 The successful submission of T706.W (Advise Accredited Entity Performed Activity Outcome) marks the End Trigger for SLA J2-4.

#### ***Step 4 – Confirm Central Systems Update and Close Request***

- 3.2.14 Where updates are required to Retailer owned Data Items, the Retailer shall update these Data Items in the Central Systems and proceed to follow the process steps set out in Section 9 of OSD 0701 (Bilateral Common Processes) to close the relevant Request within the Bilateral Hub.
- 3.2.15 The Retailer shall be responsible for closing all Requests regardless of the Requestor being a Wholesaler or Retailer.

***Step 5 – Initiate and Submit Request, Notify Affected Trading Parties ( (meter accuracy test only)***

- 3.2.16 For meter accuracy tests completed by an Accredited Entity, the Retailer shall notify the Wholesaler of the test results within **twenty (20)** Business Days (J2-3) of the date of any meter removal or on site testing. The Retailer shall also provide any necessary further information in support of any payment which it may claim from the Wholesaler as a result of meter inaccuracy.
- 3.2.17 The Retailer shall notify the Wholesaler of the test results by submitting T705.R (Submit Accredited Entity Performed Activity), referencing the related ORID number.
- 3.2.18 The Bilateral Hub shall notify any Affected Trading Parties of a relevant Request being raised through the T705.R (Submit Accredited Entity Performed Activity).
- 3.2.19 The Bilateral Hub shall confirm successful submission of T705.R (Submit Accredited Entity Performed Activity) by issuing T705.M (Notify Accredited Entity Performed Activity).
- 3.2.20 The successful submission of T705.R (Submit Accredited Entity Performed Activity) marks the Start Trigger for SLA J2-5 and the End Trigger for SLA J2-3.

***Step 6 - Accept or Reject Request, Notify Retailer (meter accuracy test only)***

- 3.2.21 The Wholesaler shall follow the process steps as set out in Section 4 of OSD 0701 (Bilateral Common Processes).

***Step 7 – Notify Request Complete from test results (meter accuracy test only)***

- 3.2.22 Depending on the outcome of the test results, the Wholesaler shall notify the Market Operator of any Volumetric Adjustment due within **five (5)** Business Days (SLA J2-5) of its receipt of the notification of the test results under Step 5, in accordance with the Market Terms.
- 3.2.23 The Wholesaler shall submit T706.W (Advise Accredited Entity Performed Activity Outcome) together with any attachments within **five (5)** Business Days (SLA J2-5) of successful submission of the T705.R (Submit Accredited Entity Performed Activity).

3.2.24 The successful submission of T706.W (Advise Accredited Entity Performed Activity Outcome) marks the End Trigger for SLA J2-5.

***Step 8 – Confirm Central Systems Update and Close Request (meter accuracy test only)***

3.2.25 Where updates are required to Retailer owned Data Items, the Retailer shall update these Data Items in the Central Systems and proceed to follow the process steps set out in Section 9 of OSD 0701 (Bilateral Common Processes) to close the relevant Request within the Bilateral Hub.

3.2.26 The Retailer shall be responsible for closing all Requests regardless of the Requestor being a Wholesaler or Retailer.

### 3.3 SLAs for Process J2 – Notifying of activities completed by an Accredited Entity

3.3.1 All references to “Steps” relate to the relevant process steps set out in the Process Flow diagram in Section 2.5 of this OSD.

3.3.2 For guidance on Service Level Agreement rules and principal requirements, Trading Parties shall go to Section 2.5 of the WRC Schedule 1 Part 3 Operational Terms and CSD 0002 (where applicable).

**Table 2: SLAs for Process J2 – Notifying of activities completed by an Accredited Entity**

SLA Name	OPS KPI	Responsibility	Description	SLA Period	Start Trigger Ref	End Trigger Ref	Notes
SLA J2-1	n/a	Retailer	Notice of all activities (excluding temporary disconnections and reconnections) completed by an Accredited Entity	5 BDs	Date of completion of work	When Activity Status = SUBMITTED (T705.R)	SLA not tracked or reported by the Bilateral Hub
SLA J2-2	n/a	Retailer	Notice of Temporary Disconnection or Reconnection completed by an Accredited Entity	1 BD	Date of completion of work	When Activity Status = SUBMITTED (T705.R)	SLA not tracked or reported by the Bilateral Hub
SLA J2-3	n/a	Retailer	Notice of Temporary Disconnection or Reconnection completed by an Accredited Entity	2 hours	Date of completion of work	Wholesaler notified	SLA not tracked or reported by the Bilateral Hub



SLA Name	OPS KPI	Responsibility	Description	SLA Period	Start Trigger Ref	End Trigger Ref	Notes
SLA J2-4	n/a	Wholesaler	To track the time from the submission of the Request to the completion and CMOS updates	3 BDs	When one of the following is true: 1) When Activity Status = SUBMITTED (T705.R) 2) When Activity Status = RESUBMITTED (T210.R)	When one of the following is true: 1) When Activity Status = COMPLETED (T706.W) 2) When Activity Status = CANCELLED (T211.R) 3) When Activity Status = REJECTED (T202.W) 4) When the Close Reason = 'HUB' T208.R	
SLA J2-5	n/a	Wholesaler	To track the time from the submission of the Request to the completion and CMOS updates for outcome of the test results	5 BDs	When one of the following is true: 1) When Activity Status = SUBMITTED (T705.R) 2) When Activity Status = RESUBMITTED (T210.R)	When one of the following is true: 1) When Activity Status = COMPLETED (T706.W) 2) When Activity Status = CANCELLED (T211.R) 3) When Activity Status = REJECTED (T202.W) 4) When the Close Reason = 'HUB' T208.R	SLA not tracked or reported by the Bilateral Hub

- Where a KPI does not reach its End Trigger or the End Trigger is 'Rejected', the next subsequent instance of that KPI (i.e. where the Retailer has Resubmitted the Request) for a given Request will be counted as per above.

## 3.4 Process Flow-Diagrams

3.4.1 Note that references to “Steps 1-8” in the process flow diagram in Section 3.4 correspond to the steps in Section 3.2 of this OSD. However, the letter references (a-q) found in Section 3.4 do not correspond to the sub-section lettering in Section 3.2 of this OSD.

